



IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

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Technology Center 2600

Attorney Docket No.: **Bell-19 (00-V22.39)**

Appl. No.: **09/596,466**

Applicants: **Craig L. REDING, Suzi LEVAS**

Filed: **June 19, 2000**

Title: **METHODS AND APPARATUS FOR PROVIDING TELEPHONE
SUPPORT FOR INTERNET SALES**

TC/A.U.: **2642**

Examiner: **Hector A. Agdeppa**

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated
September 30, 2003, please amend the above-identified
application as follows:

Amendments to the Claims are reflected in the
listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 9 of this paper.